Job Title: Neighborhood Services Coordinator

Department: City Manager

Immediate

Supervisor: Governmental Relations & Communications Manager

Origination Date:	10/21/2003
Revision Date:	07/18/2013
Job Grade	605
FLSA Status	Exempt

BRIEF DESCRIPTION OF THE JOB:

This position performs a variety of professional administrative duties associated with coordinating City services to established neighborhoods. Incumbents in this position promote citizen involvement in neighborhood issues and serve as a liaison between the City, community leaders, nonprofit groups as well as homeowner and neighborhood associations. This is accomplished through assessing the needs and establishing programs for neighborhoods through citizen participation, technical assistance, community education, and development of neighborhood/business/ school/city partnerships.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Plans and implements neighborhood based training forums for initiatives such as Homeowners Association Academy. Develops additional neighborhood-based educational sessions based on city policy goals and neighborhood needs. Develops and maintains relationships with area non-profits and volunteer groups. Acts as liaison between organizations as needed.
2	S	Forms and maintains partnerships with existing neighborhood associations and home owners associations. Provides information to neighborhoods and communities regarding city policies, processes and procedures. Acts as a liaison to associations and neighborhood groups while facilitating community based problem solving. Maintains and improves neighborhood association and home owner association tracking systems and contact information. Attends association meetings.
3	S	Works with Mayor and City Council in their roles as liaisons of neighborhoods and provides assistance and guidance to neighborhoods by facilitating neighborhood and community-based problem solving, providing support and referrals to neighborhood associations for services and grants, organizing and providing education and leadership to citizen groups and committees, and leading resident meetings. Manages activities or events to promote integration of new and established neighborhoods
4	S	Surveys neighborhoods on needs and wants, coordinating funding requests from neighborhood to city, recruiting volunteers for programs and developing or leading forums for community education to design and implement programs to generate citizen involvement.
5	S	Uses computer skills to develop programs, prepare reports and presentations, brochures, flyers, newsletters, and other communication tools.

	Physical Strength Code	ESSENTIAL FUNCTIONS
6	S	Researches and analyzes the needs of the neighborhoods. Prepares and presents oral and written publications, reports and recommendations to neighborhoods, community organizations, boards and commissions, City management and staff, at on-site and offsite locations. Collaborates with departments to develop suggestions for needed changes and new programs and ordinances to address neighborhood issues.
7	S	Oversees citizen concerns with appropriate City staff. Responsible for responding on behalf of the Council or departments as appropriate.

JOB REQUIREMENTS:

	JOB REQUIREMENTS
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Minimum three years experience in a related field.
Certifications and Other Requirements	Valid Driver's License.
Reading	Work requires the ability to read newspapers, research material, manuals, legislative documents, and legal process materials at a college level.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, and division. Comprehensive skills to handle budget process needs and analyze numeric data also required.
Writing	Work requires the ability to write research and reports, letters to citizens, concise synopsis of data, meeting conversations, general correspondences, memorandums, and letters at a college level.
Managerial	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Policy / Decision Making	Moderate - The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. More complex work as well as decisions with more significant impacts are typically reviewed prior to being finalized.
Budget Responsibility	Has no budgetary responsibility.
Technical Skills	Comprehensive Application - Work requires the use of standard technical skills appropriate to the work environment of the organization. Limited analysis and independent thinking is utilized.
Interpersonal / Human Relations Skills	Moderate - Interactions at this level typically result in recommendations regarding policy development, changes in policy, and implementation of policies. Interactions at this level are typically concerned with providing communications at higher levels of organizational operations and may utilize activities such as evaluating customer satisfaction, developing cooperative associations, and allocating resources to improve work operations, work quality, overall achievement of organizational goals and objectives, and customer satisfaction.

Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)	Physical Demand	Frequency Code (Mark only one)	Description: (Check all that apply)
Standing	□ N □ R □ O ⊠ F □ C	✓ Making presentations ✓ Observing work site ✓ Observing work duties ✓ Communicating with co-workers	Pushing/ Pulling	□ N □ R ⊠ O □ F □ C	☐ File drawers ☑ Equipment ☐ Tables and chairs ☐ Hoses
Fine Dexterity	□ N □ R □ O □ F ⊠ C	☒ Computer keyboard☒ Telephone keypad☒ Calculator☐ Calibrating equipment	Climbing	□ N □ R ☑ O □ F □ C	⊠ Stairs □ Ladders ⊠ Step stools □ Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	☐ To other departments/offices☐ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☐ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	☑ Supplies☐ Equipment☑ Files	Foot Controls	□ N □ R □ O ⊠ F □ C	☑ Driving☐ Operating heavy equipment☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	☑ Supplies☐ Equipment☑ Files	Balancing	□ N ⊠ R □ O □ F □ C	☐ On ladders ☐ On equipment ☒ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work ☑ Meetings ☑ Driving	Bending	□ N □ R □ O ⊠ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground☐ Making repairs
Reaching	□ N □ R □ O ⊠ F □ C	☑ For supplies☑ For files	Crouching	□ N □ R ⊠ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O ⊠ F □ C	☐ Paperwork ☐ Monies	Hearing	□ N □ R □ O □ F ⊠ C	⊠ Communicating via telephone/radio, to co-workers/public □ Listening to equipment
Kneeling	□ N □ R ⊠ O □ F □ C	☒ Filing in lower drawers☒ Retrieving items from lower shelves/ground	Twisting	□ N □ R □ O ⊠ F □ C	☒ From computer to telephone☒ Getting inside vehicle
Crawling	□ N □ R ⊠ O □ F □ C	☑ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O □ F ⊠ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

Physical Demands (continue	ed)							
Machines, Tools, Equipment	t and Work	Aids:						
Telephone, copier, fax machine, vehicle								
1 7 1 7								
Computer Equipment and S	oftware:							
Personal computer, lap top, printer, scar	nner, related sof	tware, digital ca	amera, palm p	ilot, cell phon	е.			
E								
Environmental Factors: Environmental Condition		Never	Caasamall	Several T	imaa	Several Ti	****	Daily
Environmental Conduct	DIIS	Never	Seasonally	Per Mo		Per Wee		Daily
Extreme temperature				1 01 1,10		1 31 11 00		
(heat, cold, extreme temp. changes fr	om outside	X						
work)								
Wetness and/or humidity (bodily discomfort from moisture)		X						
Respiratory hazards		⊠						П
(fumes, gases, chemicals, dust and di	rt)		Ш	Ц				
Noise and vibration		X						
(sufficient to cause hearing loss) Physical hazards								
(high voltage, dangerous machinery,	aggressive	\boxtimes						
prisoners, patients – <u>not customers</u>)								
Health and Safety Condition	nc•							
Health and Safety Conditions	N = Never	R = Rarel	v 0=0	Occasionally	F = 1	Frequently	C =	Constantly
Treater and Surety Conditions	Never	Less than	_	or more of		1/3 to 2/3		or more of
	occurs	hour per we	ek t	he time	of	the time		the time
Mechanical hazards	×							
Chemical hazards	X							
Electrical hazards	X							
Fire hazards	X							
Explosives	X X					<u> </u>		
Communicable diseases Physical danger or abuse								
Other (specify)								<u> </u>
Other (specify)				Ш		ш		Ш
Primary Work Location:								
☑ Office Environment								
☐ Warehouse								
Shop								
☐ Vehicle								
Recreation Centers/Neighborhoo	d Centers							
Outdoors								
☐ Other (Specify)								
Protective Equipment Requi	ired:							

Job Demands

Overall Strength Demands:

Overall Strength Demands				
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.			
⊠ Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.			
☐ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.			
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.			
☐ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.			

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	×			
Emergency Situations			×	
Frequent Change of Tasks	×			
Irregular Schedule/Overtime	×			
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team	×			
Tedious or Exacting Work		×		
Noisy/Distracting Environment		×		
Other (Describe below.)				

EXPECTED BEHAVIOR:

Staff - Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible

- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this job analysis and its attachments and find it to be an accurate description of the demands of this job.

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
ob Title of Department Director	Signature of Department Director	Date
ents:		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.